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Office of Personnel Management

# **Equal Opportunity Assistance Series**

## **GS-0361**

**Workforce Compensation and Performance Service  
Office of Classification Programs  
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# Equal Opportunity Assistance Series

GS-0361

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## SERIES DEFINITION

This series includes positions supervising or performing technical work and substantive clerical work in support of equal opportunity and civil rights programs or activities. The paramount qualification requirement is a practical knowledge of the methods, procedures, regulations, and purposes of the equal opportunity or civil rights function the positions support. These positions do not require the broad knowledge of equal opportunity and civil rights principles, or the depth of skill in analysis, interpretation, and decision-making characteristic of the Equal Opportunity Compliance Series, Equal Employment Opportunity Series, and Civil Rights Analysis Series.

## EXCLUSIONS

Excluded from this series are:

1. Positions performing interpretative, analytical, and evaluative equal opportunity or civil rights work. Such positions are classified in the [Equal Opportunity Compliance Series, GS-0360](#), the [Equal Employment Opportunity Series, GS-0260](#) or the [Civil Rights Analysis Series, GS-0160](#). (See the discussion below on distinguishing positions in this series from positions in these three related series.)
2. Positions primarily involving the performance of filing, typing, stenography, dictating machine transcribing, or general or procedural clerical work. Such positions should be classified in the appropriate clerical series in the [General Administrative, Clerical, and Office Services Group, GS-0300](#).
3. Positions primarily involving the performance of substantive clerical or technical work in support of work other than equal opportunity or civil rights. Such positions should be classified in the [Personnel Clerical and Assistance Series, GS-0203](#); [Social Science Aid and Technician Series, GS-0102](#); [Social Services Aid and Assistant Series, GS-0186](#); [Management Clerical and Assistance Series, GS-0344](#); or other clerical or technical series as appropriate.
4. Positions performing general work in the capacity of principle office assistant as defined in the [Secretary Series, GS-0318](#).
5. Positions primarily involving clerk, assistant, or technician work for which there is no other appropriate series and which do not involve substantive involvement in equal opportunity program work. Such positions should be classified in the [Miscellaneous Clerk and Assistant Series, GS-0303](#).

## **DISTINGUISHING POSITIONS IN THIS SERIES FROM POSITIONS IN RELATED SERIES**

Positions in the Equal Opportunity Assistance Series perform technical work in support of functions such as investigation of allegations of discrimination, conciliation of discrimination cases, review of compliance with equal opportunity regulations, administration of internal Federal equal employment opportunity programs, voluntary compliance programs, civil rights research, and similar functions.

The essential difference between positions in the Equal Opportunity Compliance, Equal Employment Opportunity, and Civil Rights Analysis Series and positions in this series is that the former series involve interpretative and judgmental work requiring a broader base of knowledges and skills, more depth of analysis, and broader responsibility. This distinction is also discussed briefly in the introductory material in the position classification standard for these other series. In order to make distinctions in borderline cases it may be necessary to refer to the classification standard and the qualification standard for all these other related series and the Equal Opportunity Assistance Series to compare and contrast the duties, responsibilities, and qualification requirements of these occupations.

The following are illustrative examples of work typical of the Equal Employment Opportunity Series, Equal Opportunity Compliance Series, Civil Rights Series, and the Equal Opportunity Assistance Series:

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### **EQUAL OPPORTUNITY COMPLIANCE SERIES**

Equal opportunity specialists conduct complete reviews (or major portions of reviews) of employing organizations, business firms, educational institutions, social service organizations, or housing organizations to determine compliance with equal opportunity regulations. This work includes:

- conducting complete compliance desk audits of organizations including a detailed analysis of past compliance reviews and data requested from the organization;
- planning and conducting on-site compliance reviews;
- preparing complete reports of contractor compliance; and
- meeting with top management officials to explain the purpose of the review, explain necessary requirements, resolve problems, and discuss findings.

Equal opportunity specialists plan and conduct investigations of alleged discrimination in employment,

housing, education, or other areas. They perform assignments such as:

- developing investigation plans, and determining persons to be interviewed and records to be reviewed;
- conducting factfinding and revising the investigation plan as necessary during the investigation;
- writing investigative reports including findings and conclusions; and
- conducting conciliation sessions with parties to the complaint.

## **EQUAL OPPORTUNITY ASSISTANCE SERIES**

Equal opportunity assistants may perform individual assignments in connection with compliance reviews such as:

- interviewing persons to obtain routine factual information. (Persons interviewed may be employees of firms during equal employment opportunity reviews, tenants, residents, and management employees during fair housing reviews, or students and teachers during equal education reviews.);
- reviewing files and records and summarizing relevant factual information; and
- collecting, computing, and summarizing statistical data in chart and narrative form.

Equal opportunity assistants may perform individual assignments in connection with investigations of alleged discrimination such as:

- interviewing complainants and advising them of (1) the appropriate office or agency that handles particular types of complaints, (2) procedural requirements for filing complaints, (3) the format of the complaint being filed;
- interviewing witnesses to obtain factual information; and
- reading various files and other documentary evidence, and obtaining and summarizing relevant factual information.

## **EQUAL EMPLOYMENT OPPORTUNITY SERIES**

Equal employment specialists administer or advise on major portions of the internal equal employment programs of Federal agencies. These duties include:

- identifying institutional barriers to equal employment and their causes through detailed analysis of the organization's policies, practices, organization structure, and work force;
- recommending solutions to equal opportunity problems and providing technical equal employment opportunity assistance to managers;
- developing comprehensive affirmative action plans and specific action items;
- recommending management actions necessary to fulfill management's equal employment opportunity responsibilities;
- designing and conducting training courses for managers, staff specialists, and employees on equal employment opportunity related subjects;
- developing broad and detailed affirmative action plans for the organization served and subordinate organizational segments, or critically reviewing plans prepared at lower organizational levels; and
- planning and conducting recruitment programs to locate minority and women applicants for agency positions including planning strategy and identifying sources of applicants.

## **EQUAL OPPORTUNITY ASSISTANCE SERIES**

Equal opportunity assistants may perform assignments in support of the administration of the Federal Government's internal equal employment opportunity programs such as:

- interviewing and counseling employees having discrimination complaints, and attempting informal resolution of these complaints through discussions with the parties involved;
- conducting factfinding in support of problem identification activities including interviews of employees and supervisors, and reviews of records, files and similar documents;

- obtaining factual material in connection with development of an affirmative action plan by:
  - (a) obtaining or summarizing information from reports, records, and files;
  - (b) obtaining, computing, and summarizing employment statistics;
  - (c) interviewing staff specialists and supervisors to obtain ideas for possible action items;
- assisting in recruiting applicants by attending job fairs and other events to interview potential applicants and generally explain Federal employment regulations;
- making arrangements for meetings, conferences, and training sessions by obtaining space, notifying participants, gathering and assembling conference or training materials, and the like;
- attending meetings and conferences and reporting on the issues discussed, points covered, and decisions made;
- making presentations or giving briefings to convey factual material on specific issues during training courses, meetings or conferences.

## **CIVIL RIGHTS ANALYSIS SERIES**

Civil rights analysts plan and conduct research projects to identify policy or issue problem areas, obtain relevant information, analyze the question, and propose policy alternatives or write comprehensive reports on the issues. Examples of this work include:

- planning, and conducting entire studies or portions of studies, field factfinding, and writing reports or portions of reports such as major chapters or sections of a report;
- surveying literature relevant to the problem at hand; and
- evaluating the relevancy and value of available knowledge, data, and research results.

## **EQUAL OPPORTUNITY ASSISTANCE SERIES**

Equal opportunity assistants may perform individual assignments in connection with civil rights research projects such as:

- searching standard library references to obtain routine and specific information;



- constructing annotated bibliographies;
- interviewing individuals to obtain routine information;
- computing data, making charts, and writing narrative reports, summarizing statistical data; and
- editing reports for correct format, grammar, spelling, footnotes, and the like.

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## TITLES

The basic title for all positions in this series is Equal Opportunity Assistant.

Positions which meet the criteria of the [Work Leader Grade Evaluation Guide](#) for evaluation as leaders should have the basic title prefixed by the word Lead.

Positions which meet or exceed the criteria of the [Supervisory Grade Evaluation Guide](#), Part I, for evaluation as supervisors should have the basic title prefixed by the word Supervisory.

## GRADING OF POSITIONS

Supervisory positions are evaluated by reference to the [Supervisory Grade Evaluation Guide](#), Part I.

Positions which involve performance of equal opportunity assistance duties and, in addition (as a regular and recurring part of their assignment), leading three or more employees in the performance of this work, are evaluated by reference to the [Work Leader Grade Evaluation Guide](#).

Nonsupervisory positions should be evaluated on a factor-by-factor basis, using one or more of the benchmark descriptions for the Equal Opportunity Assistance Series, or by use of the factor level descriptions in this standard.

## GRADE CONVERSION TABLE

Total points on all evaluation factors are converted to GS grades as follows:

| Grade | Range     |
|-------|-----------|
| 4     | 655-850   |
| 5     | 855-1100  |
| 6     | 1105-1350 |
| 7     | 1355-1600 |
| 8     | 1605-1850 |

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In the event evaluation results in a point rating above or below the range provided above, consult the Primary Standard Grade Conversion Table.

## FACTOR LEVEL DESCRIPTIONS

These factor level descriptions show the application of the Primary Standard for the Equal Opportunity Assistance Series. They describe the levels of the various factors (and give corresponding point values) typically found in the Equal Opportunity Assistance occupation. There may be some positions which do not follow the typical pattern.

### FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

Factor 1 measures the nature and extent of the worker's knowledge of equal opportunity procedures, rules, regulations, and other program requirements; knowledge of office procedures; skill in applying these knowledges to varying factual situations; and skill in factfinding, routine analysis, and written and oral communication to assist specialists and managers carrying out equal opportunity or civil rights programs. To be used as a basis for selecting a level under this factor, a knowledge or skill must be required and applied.

#### Level 1-3 -- 350 points

Knowledges of a body of standardized administrative, clerical, or technical procedures to support the work of an equal opportunity program office. This includes general knowledge of the sequence of

steps in performing the major functions of the office and detailed knowledge of the procedures, rules, and operations to carry out a variety of support tasks. For example, the equal opportunity assistant applies a knowledge of the procedural steps, documentation requirements, time requirements, and the various types of cases to maintain equal employment opportunity complaint records, to check complaint documents for accuracy and completeness, and to keep track of deadlines for processing complaints.

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Knowledge of English grammar and the specialized vocabulary of the equal opportunity program, skill in writing routine letters, memoranda and simple narrative reports, and skill in oral expression to explain procedural matters to persons from outside the employing office.

Skill in routine factfinding and analysis to interview persons, to obtain facts, to search files to find relevant information, and to logically organize and report the collected information.

#### Illustrations:

- Answers specific factual questions of the general public concerning detailed procedures for filing equal employment opportunity complaints and the steps involved in investigating and resolving complaints.

- Assists investigators in discrimination cases by taking notes at meetings and summarizing them in clear narrative statements, or reviewing files relevant to an investigation and extracting and summarizing statistical data or other factual material in chart or narrative form.

- Writes brief informative statements on equal employment opportunity issues such as "How to File an Equal Employment Opportunity Complaint" for employee bulletins and newsletters.

- Checks the accuracy and completeness of equal employment opportunity documents and files, searches files to gather information for routine statistical reports, files and retrieves documents in equal employment opportunity complaint files maintained by subject. Applies knowledge of the bases of discrimination, types of cases, various steps in the complaint investigation and conciliation process, requirements for timeliness, requirements for adequacy of completed forms, and referral or deferral procedures, as well as knowledge of the organization of the files.

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#### **Level 1-4 -- 550 points**

Detailed knowledge of a body of technical equal opportunity regulations and procedures and skill in applying them in a wide variety of situations. This level is typically characterized by an intensive knowledge of rules, operating procedures, and practices of an activity or area within an equal

opportunity program, and ability to apply this knowledge to many different kinds of conditions or factual situations. This knowledge is used to identify relevant information during factfinding to compare a given set of facts to broader principles as part of an analysis, to select a course of action for obtaining information, to advise or assist a complainant on the procedural aspects of a complaint, to counsel a Federal employee during the informal stages of a complaint, or to perform similar work.

Knowledge of English grammar, usage, and style; knowledge of the specialized vocabulary of the equal opportunity program; and skill in writing to prepare reports, letters, and memoranda on equal opportunity subjects.

Skill in factfinding and analysis to obtain, organize, and report relevant information and to make conclusions about its meaning. This includes skill in interviewing persons to obtain facts and opinions in stressful situations and skill in planning and conducting interviews and documentary factfinding to obtain information and determine the relevance of information necessary to answer specific questions or solve routine problems. This also includes analytical skill in organizing information, comparing findings with broader principles, and making and reporting conclusions concerning the application of principles to a variety of factual situations.

#### Illustrations:

- Assists persons filing equal employment opportunity complaints by explaining the complaint process in detail, explaining the scope and purpose of the law in layman's terms, and interviewing the complainant to determine the nature of the complaint. Reviews the complaint to determine if it is procedurally correct and if it contains all of the relevant information that the complainant intended to include. Advises the complainant on what kinds of information can be included in the complaint.

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- Counsels Federal employees who believe they may have grounds for filing an equal employment opportunity complaint by listening to their description of the problem, drawing out relevant facts and issues, and helping them understand and verbalize the situation. Explains complaint procedures, requirements, and rights and responsibilities of the parties to the complaint. Advises the employee of more appropriate alternative approaches to solve the problem if the facts so dictate. If the facts and issues are clear and simple, attempts resolution of the complaint through informal talks with the parties. (If the case is complex or the facts are ambiguous, generally seeks assistance of other counselors or equal employment opportunity specialists.) Provides guidance for drafting the complaint if informal resolution fails.

- Assists in investigations of employment discrimination complaints by interviewing witnesses and reviewing documents to obtain factual information such as dates, places, and names of persons. Organizes information obtained and compares treatment of employees to determine if

there is evidence of disparate treatment based on age, race, sex, national origin, religion, or handicapping condition. Writes reports of findings.

-- Drafts action items for inclusion in equal employment opportunity affirmative action plans based on interviews with agency supervisors, employees, employee representatives, and staff specialists, and reviews of written documents such as complaint reports and prior year plans, and knowledge of the organization's successes and failures in accomplishing action items in the past.

-- In support of an equal employment opportunity compliance program, has lead responsibility for maintaining investigative files and records for a field office, keeps managers and equal opportunity compliance specialists informed of deadlines and the status of cases, prepares regular and one-of-a-kind reports summarizing the status of various kinds of cases, and maintains contacts as necessary with agency officials at higher levels and officials of other agencies (e.g., deferral and referral cases).

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### **Level 1-5 -- 750 points**

Thorough and detailed practical knowledge of a complex body of equal opportunity regulations, procedures, precedent decisions, or similar body of knowledge in order to apply them in specific situations to answer complex technical questions or to solve technical equal employment opportunity problems that are routinely handled by the office.

Skill in factfinding and analysis to identify relevant information, relate the information to an assigned problem, summarize the information, and compare the facts to general principles or regulations. This typically involves determining the kinds of information needed to complete the equal employment opportunity assignments, solve the problem, or answer the question by determining the most appropriate sources, interviewing persons, and reviewing documents to obtain the necessary information. Decides when enough information has been collected to answer the questions, organizes the information, compares facts with applicable principles, and writes a summary of findings (see illustrations below for examples).

Skill in oral communication to clearly explain to others complex factual relationships, regulations, precedent decisions, and the application of regulations to facts, or skill to communicate similar complex material.

Knowledge of English grammar and usage, detailed knowledge of the technical program vocabulary, and skill in writing to prepare detailed narrative reports, letters, and memoranda summarizing findings and conclusions of work assignments.

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**Illustrations:**

-- Assists equal opportunity compliance specialists in conducting on site investigations of alleged discrimination, or reviewing equal opportunity compliance of private firms or public institutions by interviewing parties to complaints or officials of firms or institutions, reviewing and identifying relevant documentary evidence, collecting, analyzing and summarizing statistical data, organizing evidence, comparing facts with allegations or equal opportunity principles, and drafting parts of investigative or compliance reports.

-- Counsels Federal employees who believe they have grounds for filing an equal employment opportunity complaint by conducting a thorough interview, helping the employee understand the nature of the problem, and explaining in detail the equal employment opportunity complaint process. Assists the employee in exploring alternate ways of solving the problem, if appropriate, such as an appeal or grievance. Attempts to informally solve the problem by obtaining facts to define the issues and to clarify ambiguous and complicated issues by organizing the information to develop a clear picture of the situation, by thoroughly discussing the case with the parties involved, and by attempting to negotiate an informal resolution.

-- In an equal employment opportunity compliance field office serves as a point of contact for persons wishing to file equal employment opportunity complaints, and assists other unit employees difficult procedural or technical problems pertaining to complaint intake. Independently explains the complaint process and the scope and purpose of the law in layman's terms. Conducts thorough interviews of complainants to draw out and organize facts in difficult and complex cases. Assists the complainant in drafting the complaint by explaining the kinds of information that can and should be included, and by reviewing the draft complaint to insure that it contains the facts presented orally by the complainant and that it is procedurally and technically correct.

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**Level 1-6 -- 950 points**

(NOTE: If the position being evaluated substantially exceeds level 1-5 of this factor, careful consideration should be given to classifying the position in the Equal Employment Opportunity, Equal Opportunity Compliance, or Civil Rights Analysis Series and to using the standards for these series to evaluate the position. However, if the position involves an intensive and indepth knowledge of a narrow but highly difficult and complex equal opportunity area rather than a broad knowledge of the program and application of broad factfinding and analysis skills, the position may still be classified in the Equal Opportunity Assistance Series. Because there is a very narrow difference between positions evaluated at Level 1-6 of this series and positions that belong in the Equal Employment Opportunity Series, Equal Opportunity Compliance Series or Civil Rights Analysis Series, Level 1-6 of this standard should be applied with caution.)

Thorough, detailed, and intensive practical knowledge of a body of equal opportunity regulations, procedures, principles, and precedents, and skill in applying it to a wide variety of complex problems based on extensive practical experience applying these or similar regulations. Typically serves as a principle source within the office on a narrow subject matter area and advises equal opportunity specialists concerning problems in that area. For example, keeps track of and maintains current files on court and administrative decisions and regulations pertaining to the discriminatory use of employment tests.

Practical knowledge of one or more subject-matter areas in which the equal opportunity or civil rights program functions. For example, an assistant working in an equal employment opportunity program may apply knowledge of common industry recruitment and selection policies to correctly understand the context of an allegation of nonselection due to race or sex.

Highly developed skill in factfinding, analysis, and applying knowledge of a body of regulations to complex and involved factual situations.

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Skill in negotiating informal resolutions to emotionally charged issues when the parties to the matter have widely different and strongly held views, or equivalent skill in obtaining agreement or persuading others.

## **FACTOR 2, SUPERVISORY CONTROLS**

"Supervisory Controls" covers the nature and extent of direct or indirect controls exercised by the supervisor, the employee's responsibility, and the review of completed work. Controls are exercised by the supervisor in the way assignments are made, instructions are given to the employee, priorities and deadlines are set, and objectives and boundaries are defined. Responsibility of the employee depends upon the extent to which the employee is expected to develop the sequence and timing of various aspects of the work, to modify or recommend modification of instructions, and to participate in establishing priorities and defining objectives. The degree of review of completed work depends upon the nature and extent of the review, e. g., close and detailed review of each phase of the assignment, detailed review of the finished assignment, spot-check of finished work for accuracy, or review only for adherence to policy.

### **Level 2-1 -- 25 points**

The supervisor or higher level employee makes assignments, gives specific and detailed instruction, and is available to give guidance while the work is being performed.

The equal opportunity assistant performs the work as instructed and obtains assistance from the supervisor on all matters not covered in the original instructions or by specific guidelines.

The supervisor reviews the work by checking on work in progress and closely reviewing completed work for accuracy, adequacy and adherence to instructions and established procedures. Some assignments, such as dealing with the public or persons filing equal opportunity complaints, are controlled through the highly structured nature of the assignment (e.g., specific guidelines or instructions on what the employee may do and may not do), or they are controlled by the presence of the supervisor or a higher level worker at the meeting.

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**Level 2-2 -- 125 points**

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available.

The equal opportunity assistant completes recurring assignments independently without specific instructions, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for a decision or help.

The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Some assignments such as dealing with the general public or persons filing equal opportunity complaints are controlled by established guidelines.

**Level 2-3 -- 275 points**

The supervisor makes assignments by defining objectives and setting deadlines, and assists the employee with unusual problems which do not have clear precedents.

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The equal opportunity assistant plans and carries out the successive steps, and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the equal opportunity or civil rights program or office in which employed.

Completed work is reviewed in terms of results achieved, technical soundness of completed work or recommendations, and the effect of the work in facilitating the objectives of the employing office or program.



**FACTOR 3, GUIDELINES**

This factor covers the nature of guidelines and the judgment needed to apply them. Guides used in General Schedule occupations include, for example: desk manuals, established procedures and policies, traditional practices, and reference materials such as dictionaries, style manuals, compliance manuals, and the Federal Personnel Manual.

Individual jobs in different occupations vary in the specificity, applicability, and availability of the guidelines for performance of assignments. Consequently, the constraints and judgmental demands placed upon employees also vary. For example, the existence of specific instructions, procedures, and policies may limit the opportunity of the employee to make or recommend decisions or actions. However, in the absence of procedures or under broadly stated objectives, employees in some positions may use considerable judgment in researching literature and developing new methods.

Guidelines should not be confused with the knowledges described under Factor 1, Knowledge Required by the Position. Guidelines either provide reference data or impose certain constraints on the use of knowledges.

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**Level 3-1 -- 25 points**

Guidelines consist of oral instructions and written guides, most of which can be easily memorized. Guidelines such as style manuals, office manuals, directives on reporting procedures, or other guides generally covering clerical office procedures are comprehensive and specific, and permit little deviation from required practices.

The equal opportunity assistant strictly follows guidelines. Deviations must be authorized by the supervisor.

**Level 3-2 -- 125 points**

Guidelines consist of numerous oral and written office procedural guides that tell what to do and how to do a job. These guides are clearly applicable to most work situations.

The equal opportunity assistant uses judgment in selecting the appropriate guide or instruction to fit the circumstances. Must also use judgment in selecting alternative means of locating missing material (e.g., in investigative files), determining who to ask to get answers to specific questions (e.g., in processing a complaint), or to solve similar problems.

**Level 3-3 -- 275 points**

Guidelines consist of oral and written office procedural manuals, technical manuals (such as an investigation manual), and a variety of technical instructions governing the civil rights or equal opportunity program. These guides are typically general in nature or do not cover many areas of work performed by the equal opportunity assistant.

Judgment is required to decide which guide applies to a particular situation or to apply general principles to specific factual situations. The equal opportunity assistant uses discretion in deciding on the appropriate courses of action during interviews of complainants or witnesses, or during similar meetings. This on-the-spot judgment may limit or expand the scope of the assignment.

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**FACTOR 4, COMPLEXITY**

This factor covers the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; and the difficulty and originality involved in performing the work.

If a position is believed to equate to factor levels 4-1 or 4-4, first review your initial decision to see if the position belongs in this or another series. If after careful review, the position clearly belongs in this series, refer to the primary standard descriptions of factor levels 4-1 and 4-4. Generally, positions evaluated at factor levels 4-5 and 4-6 are excluded from this series.

**Level 4-2 -- 75 points**

Typically, assignments are to solve routine problems of limited complexity, gather and provide factual information, or perform tasks in support of higher level specialists. Problems are of limited complexity because the facts are few in number, clear, undisputed, closely related to one another, and obtainable from a few sources. Problems are routine in that similar analyses and conclusions are regularly performed in the same or similar office or organization.

The decisions regarding what needs to be done involve various choices requiring a simple analysis such as organizing facts in narrative or logical order, and comparing them to past solutions in similar cases or to clearly applicable criteria.

Actions to be taken or responses to be made such as advice to a complainant or the organization of an investigative file differ from (( )) assignment to assignment depending on the facts of the situation or the type of transaction to be made.

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**Illustrations:**

Typical assignments include interviewing parties to a discrimination complaint to obtain routine factual information and summarizing the information; searching files and records for relevant documentary evidence; analyzing employment statistics and preparing narrative summaries; writing replies to correspondence; preparing short papers based on information obtained from office files or standard references; or answering questions of the general public, complainants, or respondents concerning program objectives, jurisdiction, and procedures.

**Level 4-3 -- 150 points**

Equal opportunity assistants typically perform complete assignments or segments of large projects involving different and unrelated processes and methods. Typically, assignments are to solve complex problems having some or all of the following characteristics: (1) interrelated facts, (2) facts obtainable from a large variety of sources, (3) some disputed facts or ambiguous conditions, and (4) one or more related issues or questions such as failure to hire because of sex or race. Problems are generally of a type routinely handled by the office, but they are involved (e.g., composed of many smaller problems and several cause and effect relationships).

Decisions regarding what needs to be done require the employee to determine the relevance and importance of a large number of facts or questions and to make generalizations based on facts, conditions, and program requirements; and these decisions depend on the type of assignment, phase of the assignment, or the subject being dealt with. The correct course of action must be chosen from many alternatives. For example, workers determine the sources of information, decide when the facts collected are sufficient to arrive at a conclusion, make onsite decisions concerning the relevance of data, and decide on the sequence in which they perform assigned tasks.

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The work involves conditions and elements that must be analyzed to clearly define interrelationships. The employee applies a variety of accepted factfinding techniques, analytical methods, and equal opportunity principles and selects the correct criteria for evaluating the facts.

**Illustrations:**

Equal opportunity assistants may investigate and prepare a report on a charge of discrimination involving a single respondent and one or a few simple issues such as failure to hire or failure to rent an apartment because of race.

**FACTOR 5, SCOPE AND EFFECT**

Scope and Effect covers the relationship between the nature of the work i.e., the purpose, breadth, and depth of the assignment, and the effect of work products or services both within and outside the organization.

In General Schedule occupations, effect measures such things as whether the work output facilitates the work of others, provides timely services of a personal nature, or impacts on the adequacy of research conclusions. The concept of effect alone does not provide sufficient information to properly understand and evaluate the impact of the position. The scope of the work completes the picture, allowing consistent evaluations. Only the effect of properly performed work is to be considered.

If a position is found to be at level 5-3 or above, the position should be carefully reviewed to determine if it should be classified in this series, the Equal Opportunity Compliance Series, the Equal Employment Opportunity Series, or the Civil Rights Analysis Series.

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**Level 5-1 -- 25 points**

The work involves performance of specific and routine operations that include a few separate tasks or procedures such as compiling data, answering specific questions, filing, or retrieving documents.

The service or the work product facilitates the work of others in the immediate work unit or aids specialists in the same organization.

**Level 5-2 -- 75 points**

The work involves assignments including the application of regulations, guides, and procedures to answer factual questions, to solve factual problems, or to gather all the necessary information to solve a variety of problems.

The service or work product affects the accuracy, reliability, or acceptability of further processes. For example, information compiled may be used to develop an affirmative action plan, or guidance given to a potential complainant may affect the adequacy of his or her complaint.

**Level 5-3 -- 150 points**

The work requires treating a variety of routine problems or situations in conformance with established criteria. For example, the work may involve reviewing discrimination complaints of a recurring type where ample precedents exist, conducting factfinding to fill in information gaps, and making a recommendation in each case either to close the case, to conduct further investigation, or to make

a definite finding in the case.

The work product typically affects specific recordkeeping or procedural practices of employers, school systems, or similar institutions; the timeliness of particular complaints; or the resolution of an individual complaint.

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## **FACTOR 6, PERSONAL CONTACTS**

This factor includes face-to-face contacts and telephone and radio dialogue with persons not in the supervisory chain. (NOTE: Personal contacts with supervisors are covered under Factor 2, Supervisory Controls.) Levels described under this factor are based on what is required to make the initial contact, the difficulty of communicating with those contacted, and the setting in which the contact takes place (e.g., the degree to which the employee and those contacted recognize their relative roles and authorities).

Above the lowest level, points should be credited under this Factor only for contacts which are essential for successful performance of the work and which have a demonstrable impact on the difficulty and responsibility of the work performed.

The relationship of Factors 6 and 7 presumes that the same contacts will be evaluated for both factors. Therefore, use the personal contacts which serve as the basis for the level selected for Factor 7 as the basis for selecting a level for Factor 6.

### **Level 6-1 -- 10 points**

Personal contacts are primarily with employees in the immediate work unit or with employees of the equal opportunity office who use the services of the work unit. Contacts with the general public or with other persons visiting the office (e.g., complainants) are limited to exchanges of simple factual material such as obtaining the caller's name and purpose of the visit.

### **Level 6-2 -- 25 points**

Personal contacts are with employees of the same agency but outside the immediate work unit. Contacts are established on a routine basis or are of a routine type. This includes answering procedural questions from the general public or from employees in public agencies or private business firms. For example, the equal opportunity assistant explains procedures for filing a complaint to employees of the same agency.

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**Level 6-3 -- 60 points**

Personal contacts are with persons from outside the employing agency. They include persons being interviewed to obtain information during a compliance review, a civil rights study, or an investigation. Each contact is different and the role and authority of each party is identified and developed during the course of the contact.

**FACTOR 7, PURPOSE OF CONTACTS**

In General Schedule occupations, purpose of personal contacts ranges from factual exchanges of information to situations involving significant or controversial issues and differing viewpoints, goals, or objectives. The personal contacts which serve as the basis for the level selected for this factor must be the same as the contacts which are the basis for the level selected for Factor 6.

**Level 7-1 -- 20 points**

The purpose is to obtain, clarify, or give facts or information. The nature of facts or information ranges from simple facts to highly complex procedural information.

**Level 7-2 -- 50 points**

The purpose of personal contacts, in addition to exchanging factual information, is to plan, coordinate, or advise on office procedures, projects, or other work efforts, resolve operating or administrative problems, interview or counsel persons, or otherwise influence or motivate individuals or groups whose goals are similar to those of the equal opportunity assistant and whose attitudes are basically cooperative.

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**Level 7-3 -- 120 points**

The purpose is to conduct formal interviews of witnesses, complainants, respondents, or alleged discriminating officials during investigations of equal employment opportunity complaints; to negotiate procedural points during compliance reviews; or to otherwise resolve strongly held differences of opinion or persuade others of a particular course of action. At this level persons contacted may be fearful, skeptical, or uncooperative, requiring the equal opportunity assistant to be skillful in conducting the meeting to obtain the desired result.

**FACTOR 8, PHYSICAL DEMANDS**

The "Physical Demands" factor covers the requirements and physical demands placed on the employee by the work assignment. This includes physical characteristics and abilities (e.g., specific

agility and dexterity requirements) and the physical exertion involved in the work (e.g., climbing, lifting, pushing, balancing, stooping, kneeling, crouching, crawling, or reaching). To some extent the frequency or intensity of physical exertion must also be considered, e.g., a job requiring prolonged standing involves more physical exertion than a job requiring intermittent standing.

NOTE: Regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in Chapter 550, Federal Personnel Manual.

### **Level 8-1 -- 5 points**

The work is generally performed sitting at a desk. However, there may be some travel outside of the office; carrying of light items such as papers or books; driving an automobile, riding on public transportation, etc. No special physical demands are required to perform the work.

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### **Level 8-2 -- 20 points**

The work requires regular and recurring physical exertion such as long visits (e.g., 4 hours or more) to construction or industrial sites necessitating movement over rough, uneven, or rocky surfaces. The work requires specific, but common physical characteristics such as above average resistance to fatigue.

## **FACTOR 9, WORK ENVIRONMENT**

The "Work Environment" factor considers the risks and discomforts in the employee's physical surroundings or the nature of the work assigned and the safety regulations required. Although the use of safety precautions can practically eliminate a certain danger or discomfort, such situations typically place additional demands upon the employee in carrying out safety regulations and techniques.

NOTE: Regulations governing pay for irregular or intermittent duty involving unusual physical hardship or hazard are in Chapter 550, Federal Personnel Manual.

### **Level 9-1 -- 5 points**

The work environment involves everyday risks or discomforts which require ordinary safety precautions typical of such places as offices, conference rooms, training rooms, libraries, retail establishments, clean and protected areas in factories, residences, or commercial vehicles such as airplanes, trains, or buses. The work area is adequately lighted, heated, and ventilated.

**Level 9-2 -- 20 points**

The work involves regular and recurring exposure to moderate risks, discomforts, or unpleasantness such as a high level of noise and vibrations; dust and grease; moving parts, carts, or machines; contagious diseases; irritant chemicals; cold weather; etc. Special safety precautions are required and the employee may use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or a hard hat.

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**OPM BENCHMARK DESCRIPTIONS****EQUAL OPPORTUNITY ASSISTANT  
GS-0361-04, BMK #1**

Duties -- Under close direction of a higher level specialist, the incumbent performs a variety of routine assignments in relation to compliance reviews and investigations of the facilities of organizations and institutions receiving federal assistance. In addition, receives on-job-training in preparation for the performance of higher level duties. Specifically, the employee:

- Checks compliance reports for completeness or need for additional information required for granting compliance clearance. Prepares clearance determination in accordance with adherence to all procedures and to well-established precedents. Drafts correspondence requesting clarification or additional information, or calling attention of recipients of Federal assistance to discrepancies in reports. Correspondence is prepared for review by a higher graded specialist and signature of the Regional Director. Calls questionable items to the attention of the specialist with whom incumbent is working;

- Extracts data from correspondence, interview notes, affidavits, etc., and compiles narrative briefs of the facts and findings upon which to base decision as the appropriate course of action



to follow;

- Accompanies higher graded specialist on field investigations and/or reviews. Checks specific segments of records maintained by recipients and calls questionable records or discrepancies to the attention of the higher graded specialist with whom incumbent is working;

- For training purposes, observes higher level employees conducting structured fact gathering interviews in noncontroversial situations during periodic reviews of recipients' facilities;

- Secures or assists in the development of forms, guidelines, background materials, and policies for use by review teams. Searches files and reference materials for information relating to the contractor;

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- Receives assignments selected to provide familiarity with the laws, and regulations being enforced and their application to situations under the jurisdiction of the office;

- Participates, as an observer, in negotiations carried on by higher graded specialists with recipients. May write segments of team reports under close supervision. Observes all facets of team leader's functions to absorb knowledge of techniques and skills necessary to accomplish the objectives of laws and regulations enforced by the office.

#### Factor 1, Knowledge Required by the Position -- Level 1-3 -- 350 points

The following knowledges and skills are applied in assisting in the conduct of compliance reviews of the facilities of contractors and institutions receiving federal assistance:

- Knowledge of the procedural steps, documentation requirements, and the various types of violations of the applicable laws to maintain records and check compliance documents for accuracy and completeness;

- Knowledge of English grammar and usage. Skill in writing and oral communication to write letters, memoranda, and reports and skill in oral communication to clearly explain procedures and regulations to persons outside the agency;

- Knowledge of the organization of office files and the purpose and content of documents in the files. Knowledge of the clerical steps in processing documents, filing and retrieving information, preparing reports, and maintaining suspense records;

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- Skill in interviewing persons to obtain facts, searching files to find relevant information, and

logically organizing and reporting collected information.

#### Factors 2, Supervisory Controls -- Level 2-2 -- 125 points

The supervisor gives assignments by indicating what is to be done, the quality and quantity of work expected, deadlines, and the priority of assignments.

The employee independently carries out recurring assignments without specific instructions. Refers problems involving factual situations encountered for the first time to the supervisor for assistance.

Completed work is reviewed for timeliness, accuracy and technical adequacy including compliance with instructions and procedures. Review of the work is more intense on more difficult and first time assignments. Interviews with contractors' or respondents' employees and officials may be spot checked by observation while in progress.

#### Factor 3, Guidelines -- Level 3-2 -- 125 points

Guidelines include oral and written instructions on office procedures, written guides covering agencywide and local policies, and technical manuals governing reviews and investigations. Guidelines are specific, available, and applicable to those situations that are handled independently.

Judgment is required in applying the guidelines to various factual situations encountered in reviews. (Unique factual situations are referred to higher level specialists.)

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#### Factor 4, Complexity -- Level 4-2 -- 75 points

Assignments are to solve recurring problems such as determining an institution's compliance with removal of architectural barriers to the handicapped. Problems are of limited complexity because the facts dealt with are limited in number, clear, closely related, and obtainable from a few sources.

Decisions regarding what needs to be done involve various choices based on specific facts requiring the employee to identify the type of situation involved from several possibilities.

Actions to be taken differ according to the type of review and the facts of the situation being reviewed. Decides if the information reviewed is sufficient to demonstrate compliance or if additional materials are necessary to show compliance.

#### Factor 5, Scope and Effect -- Level 5-2 -- 75 points

The work involves performing both technical and clerical assignments to solve a variety of problems.

Technical work involves performance of assignments that comprise a portion of the compliance determination review or the complaint investigation process. Clerical work involves controlling, reviewing and maintaining files including filing and retrieving material, reporting on the status of compliance reviews, and preparing clearance determinations.

The work affects the accuracy, timeliness, and efficiency of investigations and conciliations performed by the office, and the efficiency with which charges are taken and referrals to another agency are accomplished.

**Factor 6, Personal Contacts -- Level 6-2 -- 25 points**

Personal contacts are with employees of the same agency, but outside the immediate work unit. Contacts are established on a routine basis and are of a routine nature. Contacts with employees of recipient organizations (organizations being reviewed) are both routine and made under the immediate supervision of higher level agency compliance specialists.

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**Factor 7, Purpose of Contacts -- Level 7-1 -- 20 points**

The purpose of contacts in compliance reviews is to obtain factual information.

**Factor 8, Physical Demands -- Level 8-1 -- 5 points**

Regular work is typically performed while sitting at a desk. No special physical demands are required.

**Factor 9, Work Environment -- Level 9-1 -- 5 points**

Regular work is performed in a clean well lighted office, and typically involves everyday risks and discomforts of an office environment.

**TOTAL POINTS -- 805**

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## **EQUAL OPPORTUNITY ASSISTANT**

### **GS-0361-05, BMK #1**

Duties -- Assists the regional equal employment opportunity program manager by carrying out some of the less complex and more routine functions of the region's equal employment opportunity program. Assignments include reviewing affirmative action plans, personnel actions, and assembling various reports for the equal employment opportunity program including the federal women's program and the Hispanic employment program.

- Reviews affirmative action plans from various regional components for accuracy of statistics, proper inclusions and exclusions, conformance to agency and region regulations, completeness and consistency of data within the plans;

- Reviews personnel actions to assure compliance with specific provisions of affirmative action plans and to determine if there is any equal employment opportunity impact;

- Collects, compiles, and reports on employment data to determine progress in achieving equal employment opportunity goals. Reviews regional workforce data to identify underrepresented classes in each career ladder in the region;

- Assists supervisors and staffing specialists in developing affirmative action recruitment plans for specific types of positions by identifying sources of applicants and assisting in recruitment;

- Prepares and assembles various equal employment opportunity reports required by agency headquarters. Reports are statistical, tabular, narrative or in other formats and include such factors as grade, occupation, race, sex, etc. Employee prepares brief narratives derived from previously submitted reported;

- Assembles and summarizes information in files for equal employment opportunity investigators and counselors including promotion actions, removals, suspensions, etc.

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Factor 1, Knowledge Required by the Position -- Level 1-3 -- 350 points

The following knowledges and skills are applied in assisting the regional equal employment opportunity program manager in carrying out the regional equal employment opportunity program.

- Detailed knowledge of agency and regional regulations and procedures governing the development, content, and format of affirmative action plans;

- Knowledge of Federal personnel practices and procedures including appeals and grievances, position classification, recruitment, selection, and promotion so that employees may answer questions or understand personnel issues;
- Knowledge of English grammar and usage. Skill in writing and oral communication to write letters, memoranda, and reports and to clearly explain equal employment opportunity program goals and efforts to community groups;
- Knowledge of the organization of office files and the purpose and content of documents in the file. Knowledge of the clerical steps in processing equal employment opportunity complaints, preparing affirmative action plans, and developing various equal employment opportunity reports.

#### Factor 2, Supervisory Controls -- Level 2-3 -- 275 points

The supervisor gives assignments by indicating overall objectives, priorities and deadlines, and assists the incumbent with any unusual problems.

The employee carries out most assignments independently and handles most problems according to established guidelines, instructions and accepted practice.

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Some work such as equal employment opportunity reports receive little review. Other assignments are reviewed for conformance with regulations, procedures and instructions.

#### Factor 3, Guidelines -- Level 3-2 -- 125 points

Guidelines include written guides covering agencywide and regional regulations and procedures governing affirmative action plans, equal employment opportunity complaint procedures, merit promotion plans, and Federal personnel procedures.

The employee uses judgment in determining the proper instruction to fit a particular situation, (e.g., the nature of a complaint inquiry) or in deciding when to seek guidance on unusual problems.

#### Factor 4, Complexity -- Level 4-2 -- 75 points

Assignments involve solving routine problems such as gathering and providing factual information in support of the equal employment opportunity program or in relation to a complaint investigation. Activities recur regularly, (i.e., preparation of reports, affirmative action plans, advice on complaint procedures, etc.) and the facts dealt with are clear, few in number, and obtainable from a few sources.

Decisions regarding what must be done involve various choices depending on the facts of the

situation, for example, responses to various questions about the procedural aspects of the discrimination complaint process or organization of materials required for a report.

Action to be taken or advice to be given on the complaint process depends on the circumstances at the time of the contact or the type of information requested in a report.

Factor 5, Scope and Effect -- Level 5-2 -- 75 points

The work involves performing a variety of administrative and technical processes in support of the equal employment opportunity program, e.g., assist in preparation of affirmative action plans, gather information for reports, or answer questions regarding the complaint process.

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The work product affects the accuracy and acceptability of reports and affirmative action plans, and advice given a complainant may affect the adequacy of the complaint.

Factor 6, Personnel Contacts -- Level 6-2 -- 25 points

Contacts are with persons within and outside the agency but are established on a routine basis, e.g., with an official of another Federal agency regarding an exchange of training materials.

Factor 7, Purpose of Contacts -- Level 7-1 -- 20 points

The purpose of contacts is to exchange information on administrative or complex procedural matters.

Factor 8, Physical Demands -- Level 8-1 -- 5 points

The regular work is performed in an office setting at a desk. No special physical demands are involved.

Factor 9, Work Environment -- Level 9-1 -- 5 points

Regular work is performed in a clean, well-lighted office with no more than everyday risks or discomforts.

**TOTAL POINTS -- 995**

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## **EQUAL OPPORTUNITY ASSISTANT**

### **GS-0361-05, BMK #2**

Duties -- Serves as an equal employment opportunity counselor in an equal employment opportunity office in a Federal government agency. Listens to and counsels employees who may wish to file an equal employment opportunity complaint; determines if the complaint or problem is an equal employment opportunity matter or not; attempts to informally resolve equal employment opportunity problems, and if the matter cannot be solved informally assists the employee or applicant in preparing a formal complaint.

- Listens to, discusses, and answers questions of employees or applicants who may wish to file an equal employment opportunity complaint. Obtains relevant facts from the employee and determines if the problem is an equal employment opportunity matter;

- Explains equal employment opportunity complaint procedures including grounds for a complaint, the complainant's rights, and alternate avenues for solving the problem (as appropriate);

- Obtains additional facts, with consent of complainant, from other employees, the employee's supervisor, managers, staff specialists, and documents. Defines the problem, identifies relevant facts, and attempts to resolve the problem through discussion with the parties involved. (Cases which cannot be resolved quickly by resolving minor differences or misunderstandings are referred to the counselor's supervisor, or become formal complaints.);

- Advises the employee or applicant on various courses of action available (e.g., classification appeals, grievances, formal equal employment opportunity complaint, etc.), when complaints cannot be resolved informally;

- Assists the employee in preparing a formal complaint to the extent required. This may include guidance on the format of the complaint and suggestions for organizing facts, defining issues, and clearly presenting the complaint;

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- Provides general information to the equal employment opportunity staff on trends in equal employment opportunity problems in various organizations;

- Maintains records and makes reports as required.

Factor 1, Knowledge Required by the Position -- Level 1-4 -- 550 points

Knowledge of equal employment opportunity complaint procedures and regulations, knowledge of Federal employment practices, skill in applying these knowledges to a variety of situations, and skill in interviewing, listening, interpersonal relations, and writing to counsel persons wishing to file equal employment opportunity complaints, to assist them in informally resolving conventional equal employment opportunity problems, and to assist them in filing formal complaints. Knowledges and skills required include:

- Detailed knowledge of Federal equal employment opportunity regulations, and governmentwide and agency procedures governing the filing, investigation, and resolution of charges of employment discrimination;

- General knowledge of Federal personnel management principles and sources of detailed information on specific questions. This includes knowledge of agency grievance procedures and other avenues of resolving employee management problems (e.g., position classification appeals) and knowledge of position classification and merit staffing policies and procedures;

- Skill in interviewing to obtain factual information and explain equal employment opportunity regulations and equal employment opportunity complaint procedures to parties to informal complaints and other employees, supervisors, and managers in the agency;

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- Skill in evaluating and analyzing the situation giving rise to the complaint to determine if more information is needed and to decide if a valid equal employment opportunity complaint exists, if the complaint can be resolved informally, and what steps to take to resolve the complaint;

- Skill in clearly writing simple narrative reports;

- Skill in factfinding to locate and obtain necessary documentary information in connection with informal resolutions of complaints;

- Skill in informally resolving problems through discussions with parties to an informal complaint to clarify facts and issues;

- Skill in performing and completing a variety of concurrent assignments.

Factor 2, Supervisory Controls -- Level 2-2 -- 125 points

The supervisor gives assignments by indicating what is to be done, limitations, quality and quantity of work expected, deadlines, and the priority of assignments.



The employee independently carries out recurring assignments without specific instructions, but refers unusual problems or cases involving circumstances encountered for the first time to the supervisor for assistance, or for a decision on what to do.

Completed work is reviewed for timeliness, accuracy of facts and adequacy of counseling techniques employed. Review of the work is more intense on more difficult and first time assignments.

#### Factor 3, Guidelines -- Level 3-2 -- 125 points

Guidelines include oral and written instructions and guides covering agencywide and local policies, and manuals governing counseling procedures. Guidelines are specific and generally applicable to counseling procedures.

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The employee uses judgment in selecting the appropriate instruction or guide to fit the facts of a particular complaint, or to decide when to ask the supervisor for guidance.

#### Factor 4, Complexity -- Level 4-2 -- 75 points

The work consists of duties that involve related steps, processes, and methods including interviewing employees or applicants who believe they may have reason to file a complaint of employment discrimination, obtaining relevant facts, advising persons of their rights and responsibilities, and explaining procedures of the complaint process. The work also involves obtaining information from persons knowledgeable about the complaint, identifying possible grounds for resolving the informal complaint, and attempting to resolve the matter informally through discussions with the parties.

Decisions regarding what needs to be done involve choices of several clearly applicable courses of action at each step in the informal complaint process based on the specific facts of each case.

Actions to be taken are restricted by informal complaint processing procedures. They generally involve deciding when to end attempts to informally resolve a complaint based on difference between the parties, and, if a formal complaint is being filed, deciding if the complaint is procedurally correct and complete.

#### Factor 5, Scope and Effect -- Level 5-2 -- 75 points

The work involves performing technical assignments to solve a variety of problems.

The work affects the accuracy, timeliness, and efficiency of the formal complaint process, and may result in immediate resolution of less complex problems.

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**Factor 6, Personal Contacts -- Level 6-3 -- 60 points**

Personal contacts include employees and applicants who may have grounds for equal employment opportunity complaints, their representatives, supervisors, managers, staff officials, employees, and representatives of unions, civil rights, or community organizations. Contacts are unstructured and complainants, witnesses and alleged discriminating officials may be very unsure about the role and authority of the counselor, uncertain about the ground rules, and emotionally involved in the issues. The facts and issues and roles and authorities of participants may not be clearly understood and must be clarified during the course of interviews and meetings.

**Factor 7, Purpose of Contacts -- Level 7-2 -- 50 points**

The purpose of contacts with parties to complaints is to obtain factual information concerning the complaint and to explain equal employment opportunity complaint procedures and requirements. While most complainants contacted share the counselor's goal of clarifying facts and issues, the employee must often alleviate their fears and concerns. Some alleged discriminating officials may not perceive their goals as being in harmony with those of the equal opportunity assistant, requiring the employee to exercise tact in obtaining information.

**Factor 8, Physical Demands -- Level 8-1 -- 5 points**

Regular work typically is performed while sitting at a desk. No special physical demands are required.

**Factor 9, Work Environment -- Level 9-1 -- 5 points**

Regular work is performed in a clean, well-lighted office, and typically involves everyday risks and discomforts of an office environment.

**TOTAL POINTS -- 1070**

## **EQUAL OPPORTUNITY ASSISTANT**

### **GS-0361-06, BMK #1**

Duties -- Performs technical assistance work in support of an equal employment opportunity compliance unit or field office. Facilitates intake of complaints alleging employment discrimination in the private sector and in State and local government agencies, maintains complaint records, and facilitates referral cases.

- Interviews individuals, or their representatives, or officials of organizations who make inquiries regarding charges of employment discrimination. Obtains relevant information concerning the allegation and determines if the agency or some other organization has jurisdiction. If another organization has jurisdiction, refers the complainant to the proper place;

- Assists the party in preparation of the charge and witnesses the charging party's oath;

- Takes affidavits from charging parties and/or witnesses visiting the office and collates any documentary evidence presented;

- Advises charging party on nontechnical and clear-cut technical matters and refers technical questions he or she can't handle to the supervisor or higher level worker;

- Reviews complaints of employment discrimination to determine if the agency has jurisdiction. When jurisdiction is not obvious due to insufficient information, obtains the necessary information from charging parties and/or through document requests;

- Resolves questions of timeliness, basis, and standing under the law governing discrimination complaints. Maintains suspense records of incomplete actions to insure timely followup;

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- Recommends which complaints must be referred to other government agencies and makes referrals. Recommends administrative closure of complaints to the office director or deputy;

- Maintains control files. Reviews files to determine charges ready for investigation or conciliation, determines if charging parties wish to proceed, and either forwards cases to supervisor for investigation or conciliation, or prepares file for administrative closure;

- Assists compliance specialists with analysis of documentation by organizing and summarizing information from the files.

Factor 1, Knowledge Required by the Position -- Level 1-4 -- 550 points

The following knowledges and skills are applied in assisting persons in filing equal employment opportunity complaints with the agency:

- Detailed knowledge of agency regulations and procedures governing the filing of employment discrimination complaints. Thorough knowledge of the elements that constitute a complaint, the various types of complaints that may be filed, the criteria for framing a complaint so that the allegations can be investigated, and the procedural requirements for adequacy, completeness, and timeliness. Also, broad knowledge of the steps in the investigation, conciliation, and adjudication processes. Knowledge of the employing agency's jurisdiction, the jurisdiction of State and local equal employment opportunity compliance agencies, and the jurisdiction of other Federal agencies concerning employment matters;

- General knowledge of common employment practices and terms in the private sector and in State and local government including recruitment and selection methods, the use of employment agencies, promotion practices, disciplinary procedures, and the functions of labor agreements;

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- Skill in interviewing to obtain factual information and explain regulations and agency procedures to complainants, the general public, and other parties to complaints. This includes skill in drawing out and organizing relevant sensitive information from persons who are often unaware of the legal and procedural requirements for filing a complaint, and are angry and distressed due to the conditions that gave rise to the allegation;

- Knowledge of English grammar and usage. Skill in writing and oral communication to write letters, memoranda, and reports and to clearly explain complicated regulations, procedures, and concepts to persons outside the agency;

- Knowledge of the organization of office case files and the purpose and content of documents in the files. Knowledge of the clerical steps in processing cases to maintain, file, and retrieve information in files and to prepare reports and maintain suspense records.

## Factor 2, Supervisory Controls -- Level 2-3 -- 275 points

The supervisor gives assignments by indicating overall objectives, priorities and deadlines. Assists the employee with unusual problems such as contacts with difficult respondents, or problems of assisting charging parties in preparing complaints having multiple issues and complex and unusual factual situations.

The employee independently carries out most assignments without specific instructions according to established guidelines, instructions, and accepted practices.

Completed work is reviewed for technical soundness and conformance with regulations, policies, and instructions. The review is focused (()) on the adequacy of completed work rather than methods of arriving at completed work products.

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#### Factor 3, Guidelines -- Level 3-2 -- 125 points

Guidelines include written guides covering agencywide and local policies, and technical manuals governing investigations and conciliations. Guidelines generally are applicable to assignments that are handled independently.

However, the employee uses judgment in selecting the appropriate instruction or guide to fit the facts of a complaint to determine the type of complaint involved, and to decide whether to process the complaint on-the-spot, refer the complainant to a compliance specialist, or to refer the complainant to another agency.

#### Factor 4, Complexity -- Level 4-2 -- 75 points

Assignments are to solve recurring problems such as determining jurisdiction or assisting a complainant in preparing a complaint. Problems are of limited complexity because the facts dealt with are limited in number, clear, undisputed, closely related to one another, and obtainable from a few sources.

Decisions regarding what needs to be done involve various choices based on the specific facts of a case requiring the employee to identify the type of case involved from several possibilities.

Actions to be taken differ according to the type of case and the facts of the case. Decides if the information received is sufficient (complaint intake) or if the case should be deferred or referred.

#### Factor 5, Scope and Effect -- Level 5-2 -- 75 points

The work involves performing both technical and clerical assignments to solve a variety of problems. Technical work involves performance of assignments that comprise a portion of the complaint processing cycle including intake of complaints, determination of jurisdiction, and referral of complaints. Clerical work involves controlling, reviewing, and maintaining files including filing and retrieving material, reporting on the status of cases, and preparing files for administrative closure.

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The work affects the accuracy, timeliness, and efficiency of investigations and conciliations performed by the office and the efficiency with which charges are taken and referrals to another agency are accomplished.

**Factor 6, Personal Contacts -- Level 6-3 -- 60 points**

Personal contacts include individual complainants, their representatives, respondents, representatives of organizations inquiring about the status of complaints or the process of filing complaints, and witnesses. Contacts are unstructured in that complainants, respondents, and witnesses may be very unsure about the respective roles and authorities of the parties, uncertain about the ground rules, and emotionally involved in the issues. The facts and issues may not be clearly stated at the beginning and must be defined during the meeting.

**Factor 7, Purpose of Contacts -- Level 7-2 -- 50 points**

The purpose of contacts with parties to complaints is to obtain factual information concerning the complaint and to explain agency requirements. While most charging parties contacted share the employee's goal of clarifying facts and issues, the employee must often alleviate their fears and concerns. Some respondents may not perceive their goals as being in harmony with those of the equal opportunity assistant, requiring the employee to exercise tact in obtaining information.

**Factor 8, Physical Demands -- Level 8-1 -- 5 points**

Regular work typically is performed while sitting at a desk. No special physical demands are required.

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**Factor 9, Work Environment -- Level 9-1 -- 5 points**

Regular work is performed in a clean, well-lighted office, and typically involves everyday risks and discomforts of an office environment.

**TOTAL POINTS -- 1220**

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**EQUAL OPPORTUNITY ASSISTANT  
GS-0361-06, BMK #2**

Duties -- Serves as an equal employment opportunity counselor in an equal employment opportunity office in a Federal Government agency. Listens to and counsels employees who may wish to file an equal employment opportunity complaint; determines if the complaint or problem is an equal employment opportunity matter or not; attempts to informally resolve equal employment opportunity problems; and, if the matter cannot be solved informally, assists the employee or applicant in

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preparing a formal complaint.

- Listens to, discusses, and answers questions of employees or applicants who may wish to file an equal employment opportunity complaint. Obtains relevant facts from the employee and determines if the problem is an equal employment opportunity matter;

- Explains equal employment opportunity complaint procedures including grounds for a complaint, the complainant's rights, and alternate avenues for solving the problem (if appropriate);

- Obtains additional facts, with consent of complainant, from other employees, the supervisor, managers, staff specialists, and documents. Defines the problem, identifies relevant facts, and attempts to resolve the problem through discussion with the parties involved. (Cases which cannot be resolved quickly by resolving minor differences or misunderstandings are referred to the supervisor or become formal complaints);

- Advises the employee or applicant on various courses of action available (e.g., classification appeal, grievance, etc.) when complaints cannot be resolved informally;

- Assists the employee in preparing the complaint to the extent required. This may include guidance on the format of the complaint and suggestions for organizing facts, defining issues, and clearly presenting the complaint;

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- Provides general information to the equal employment opportunity staff on trends in equal employment opportunity problems in various organizations;

- Maintains records and makes reports as required.

Factor 1, Knowledge Required by the Position -- Level 1-4 -- 550 points

Knowledge of equal employment opportunity complaint procedures and regulations, knowledge of Federal employment practices, skill in applying these knowledges to a variety of situations, and skill in interviewing, listening, interpersonal relations, and writing to counsel persons wishing to file equal employment opportunity complaints, to assist them in informally resolving conventional equal employment opportunity problems, and to assist them in filing formal complaints. Knowledges and skills required include:

- Detailed knowledge of Federal equal employment opportunity regulations and governmentwide and agency procedures governing the filing, investigation, and resolution of charges of employment discrimination;

-- General knowledge of Federal personnel management principles and sources of detailed information on specific questions. This includes knowledge of agency grievance procedures and other avenues of resolving employee management problems (e.g., position classification appeals), and knowledge of position classification and merit staffing policies and procedures;

-- Skill in interviewing to obtain factual information and explain equal employment opportunity regulations and equal employment opportunity complaint procedures to parties to complaints and other employees, supervisors, and managers in the agency;

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-- Skill in evaluating and analyzing the situation giving rise to the complaint to determine if more information is needed and to decide if a valid equal employment opportunity complaint exists, if the complaint can be resolved informally, and what steps to take to resolve the complaint;

-- Skill in clearly writing simple narrative reports;

-- Skill in factfinding to locate and obtain necessary documentary information in connection with informal resolution of complaints;

-- Skill in informally resolving problems through discussions with parties to an informal complaint that clarifies facts and issues;

-- Skill in performing and completing a variety of concurrent assignments.

#### Factor 2, Supervisory Controls -- Level 2-3 -- 275 points

The supervisor gives assignments by indicating overall objectives, priorities, and deadlines and assists the employee with unusual problems such as informal complaints of a type rarely occurring in the organization, or informal complaints that are expected to be highly controversial or bitterly contested.

The employee independently carries out most counseling assignments (except for those involving unusual problems) without specific instructions. The employee follows counseling procedures and uses techniques developed in formal equal employment opportunity counseling courses.

Completed work is reviewed for technical soundness for compliance with complaint processing requirements and for adequacy of advice and assistance given to complainants.

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#### Factor 3, Guidelines -- Level 3-2 -- 125 points

Guidelines include oral and written instructions and guides covering agencywide and local policies,



and manuals governing counseling procedures. Guidelines are specific and generally applicable to counseling procedures.

The employee uses judgment in selecting the appropriate instruction or guide to fit the facts of a particular complaint or to decide when to ask the supervisor for guidance.

#### Factor 4, Complexity -- Level 4-2 -- 75 points

The work consists of duties that involve related steps, processes, and methods including interviewing employees or applicants who believe they may have reason to file a complaint of employment discrimination, obtaining relevant facts, advising persons of their rights and responsibilities, and procedures of the complaint process. The work also involves obtaining information from persons knowledgeable about the complaint, identifying possible grounds for resolving the informal complaint, and attempting to resolve the matter informally through discussions with the parties.

Decisions regarding what needs to be done involve choices of several clearly applicable courses of action at each step in the informal complaint process based on the specific facts of each case.

Actions to be taken are restricted by informal complaint processing procedures. They generally involve deciding when to end attempts to informally resolve a complaint based on differences between the parties, and, if a formal complaint is being filed, deciding if the complaint is procedurally correct and complete.

#### Factor 5, Scope and Effect -- Level 5-2 -- 75 points

The work involves performing technical assignments to solve a variety of problems.

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The work affects the accuracy, timeliness, and efficiency of the formal complaint process, and may result in immediate resolution of less complex problems.

#### Factor 6, Personal Contacts -- Level 6-3 -- 60 points

Personal contacts include employees and applicants (who may have grounds for equal employment opportunity complaints), their representatives, agency supervisors, managers, staff officials, and employees, and representatives of unions, civil rights, or community organizations. Contacts are unstructured and complainants, witnesses and alleged discriminating officials may be very unsure about the role and authority of the counselor, uncertain about the ground rules, and emotionally involved in the issues. The facts, issues, roles, and authorities of participants may not be understood clearly and must be clarified during the course of the interviews and meetings.

**Factor 7, Purpose of Contacts -- Level 7-2 -- 50 points**

The purpose of contacts with parties to complaints is to obtain factual information concerning the complaint and to explain equal employment opportunity complaint procedures and requirements. While most complainants contacted share the counselor's goal of clarifying facts and issues, the employee must often alleviate their fears and concerns. Some alleged discriminating officials may perceive their goals as being in harmony with those of the employee, requiring the employee to exercise tact in obtaining information.

**Factor 8, Physical Demands -- Level 8-1 -- 5 points**

Regular work is performed while sitting at a desk. No special physical demands are required.

**Factor 9, Work Environment -- Level 9-1 -- 5 points**

Regular work is performed in a clean, well lighted office, and typically involves everyday risks and discomforts of an office environment.

**TOTAL POINTS -- 1220**